

**Department of Family and Support Services-Workforce Services Division  
Community Development Block Grant (CDBG) *Transitional Jobs Program*  
2021 CRF CARES Act Scope of Work**

**FUNDING OVERVIEW**

**Coronavirus Aid, Relief and Economic Security Act (CARES) Funding**

The appropriations aim to provide assistance and supports for Chicago residents struggling from the impacts of COVID-19, which include the unemployed (and underemployed), those experiencing housing insecurity, homeowners, renters, small businesses as well as those in need of various health resources.

- The federal support from the CARES Act provides workforce development funding for services and programs to directly assist those who have been most severely impacted by the coronavirus—especially Chicago’s most vulnerable residents: the homeless, those returning home from incarceration, and English-language learners,
- Per federal guidelines, all CARES Act workforce development funding must be directed to COVID-related eligible costs, which include workforce programs that provide training and supportive services to Chicago residents recovering from the pandemic's economic impact.

**SECTION A – GOALS AND OBJECTIVES**

**Program Goals**

This Scope of Services focuses on the Transitional Jobs Program model. Transitional Jobs Programs (TJP) provide **time-limited** subsidized employment opportunities coupled with intensive wraparound services and skills development to high-need individuals who lack competitive work history, skills, and/or knowledge of the workplace. The goal of the program is to help these participants overcome multiple challenges to obtain and sustain employment with wages at or above the Standard City Minimum Wage.

Contracted agencies receiving CARES Act funding to serve job seekers through this program model will have the following program requirements:

- Participants enrolled in the agencies TJP will work a minimum of 25 hours per week-maximum of 300 hours per participant
- Transitional Jobs Program work experience will be no longer than 12-weeks in length.
- Subsidized wages for all participants enrolled in TJP will be at \$13.50 per hour.
- Agency will assist participant with one of the following:
  - Securing unsubsidized employment upon completion of the 12-week transitional jobs program
  - Getting enrolled into any educational and or vocational training program to assist with gaining employment within chosen career path
  - Referring to WIOA program for additional training

**Target Population**

DFSS provides workforce services to individuals facing barriers to employment and are unemployed or underemployed, low-income, and have limited work skills. **Eligible individuals** must be 18 years of age or older, City of Chicago residents, low to moderate income, authorized to work in the United States and be from one of the following **three priority populations**:

- Individuals who are homeless or at risk of homelessness
- Individuals with limited English proficiency (ELL/ESL)
- Individuals with a criminal background and or criminal justice involvement

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Providers may also provide services to participants with significant barriers to employment who identify as Veterans and Individuals with disabilities who meet the above eligibility requirements.

## **SECTION B – PERFORMANCE MEASUREMENT**

### **Overview**

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The Workforce Services Division at DFSS seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining a job and require additional supports. As a result, DFSS provides a range of workforce services, including job readiness services, career counseling, life skills, job placement assistance, financial coaching, and case management services through its network of community-based delegate agencies.

### **Performance Indicators**

To track progress toward achieving our goals outlined in Section A and assess success of the Transitional Jobs Program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percentage and number of participants who enter subsidized employment.
- Percentage and number of participants who enter unsubsidized employment.
- Percentage and number of participants who receive a base hourly pay equal to or above the Standard City Minimum Wage.
- Percentage and number of participants who remain in unsubsidized employment for 30, 90, and 180 days.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of participants enrolled.
- Number of participants who are returning citizens.
- Number of participants who are homeless or at risk of homelessness.
- Number of participants who have limited-English proficiency.
- Percentage and number of participants earning a recognized industry specific credential or certification, if applicable.
- Number of employers that provide subsidized training opportunities for program participants.
- Number of employers that hired program graduates.

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## **Data Reporting**

As part of DFSS' commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies to enhance active contract management, improve results, and adjust program delivery and policy based on learning what works.

Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions. As such, DFSS reserves the right to request/collect key data and metrics from delegate agencies, including participant-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives will look like.

Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

DFSS will collect performance data from all data systems; the **Enterprise Case Management System (ECM version 6.0)**. Delegate Agencies are expected to utilize ECM for monitoring of participants in workforce services program from enrollment to placement and retention.

Requirements include:

- Ensuring all participants are enrolled within the ECM system within 24 hours of interaction with a participant.
- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring participant personal identifiable information is kept confidential and secure.

Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Participants referred for services, enrolled in services, and discharged from services.
- Activities undertaken by the delegate agency to service participants referred for services, and the timeliness of those activities.
- Findings of assessments completed by the delegate agency while delivering services.
- Participants employment outcomes at the subsidized employment phase, 30, 90 and 180-day benchmarks.
- Utilization and spending against contract award, including subsidized wages allocation.

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

## **Uses of Data**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a) To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency

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must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.

- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

### **Meetings**

Delegate agencies will be required to attend quarterly meetings as they are scheduled for the fiscal year. Other meetings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Meetings shall include at a minimum the Delegate agency's Chief Executive Officer, or designee, DFSS Deputy Commissioner, Workforce Supervisor, and Program Coordinator(s). Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

At such meetings, the parties may discuss and review:

- a.) Program data and reports particularly related to the goals outlined in this agreement
- b.) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c.) Strategies on broader systems changes to improve service delivery and coordination between services
- d.) Best practices, and effectively address any challenges experienced by delegate agencies and the target population.

### **Training**

Delegate agencies will be required to attend trainings as they are scheduled. Trainings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Trainings shall be attended by at a minimum the Delegate Agency's Director of Workforce Development, Supervisor, Manager and delegate agency program staff assigned to work with job seekers. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all trainings as requested by the Department. Training may occur through various platforms, one on one or with other delegate agencies.

## **SECTION C – CORE ELEMENTS**

### **Program Requirements**

Key elements for service delivery and most important to achieving the desired outcomes should include, but are not limited to:

- Outreach and Recruitment-should be conducted in collaboration with other community organizations, partners, etc. The outreach recruitment strategy customized to effectively reach

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the priority population, and development of a referral process

- Program Orientation provides an overview of the program, expectations and an intake assessment to determine eligibility for the program
- Comprehensive Assessment and Case Planning a nationally recognized career assessment must be completed for all enrolled participants, i.e. O'NET Career Interest Profile, an academic assessment such as Test of Adult Basic Education (T.A.B.E.) for training programs that require an assessment of basic skill levels, and aptitude testing. Development of an Individualized Employment Plan (IEP) for all participants enrolled in a workforce program is required.
- Case Management Services providing advocacy, career coaching, mentoring, assessment supportive services, linkages to community resources, and more from intake to exiting of the program.
- Contacts Participant should be contacted every 15-30 days. Program staff should secure a main contact and an alternate contact number for program participants and an alternate contact that allows for messages to be left on behalf of the participant. All enrolled participants are required to have a professional email address entered in ECM.
- Job Readiness Training to include activities on how to complete a job application, Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Goal Setting, Proper Workplace Attire, Basic Computer Skills, Building Social Capital and Effective Communication. Each successful participant is required to have a completed resume on file.
- Basic Skills Training such as life skills workshops including financial literacy, English-as-a-Second Language (ELL/ESL) classes and literacy instruction, referrals to adult learning programs.
- Transitional Jobs (TJP) that provide subsidized employment opportunities by partnering with employers that lead to full-time unsubsidized employment. Must establish a worksite agreement between employers, clients and contracted agency. Participants enrolled in the agencies TJP will work a minimum of 25 hours per week-maximum of 300 hours per participant, work experience will be no longer than 12-weeks in length, and subsidized wages for all participants enrolled in TJP will be at \$13.50 per hour.
- Supportive Services-in the form of transportation assistance, work related items, assistance to secure vital records, referrals for legal assistance, and personal protective equipment (PPE).
- Placement Services outreach and recruit employers from in demand industries willing to collaborate on affording participants employment opportunities, implementation of a plan to address specific industry/occupation workforce needs, and identification of other resources that would benefit businesses such as assistance in applying for tax credits.
- Follow-up and Retention Services providing ongoing case management, supportive services and to ensure employment retention and career advancement

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**PROGRAM MONITORING:**

The City, DFSS and or Funder may monitor all compliance and quality of services. This includes:

- Achievement of objectives in accordance with proposal and the contract
- Integrity of administrative systems and eligibility determination
- Quality of service evaluation through observation and informal interviews

These monitoring activities may take the form of administrative and programmatic record reviews, virtually, interviews of staff and/or participants, and general observations of the facilities, operations, and training activities. Participants not adequately documented as eligible will not count towards your outcome measures and may result in disallowed costs. Participant files must contain the following:

- Photo ID (may not be expired at time of enrollment)
- Documentation of authorization to work in the U.S. (Social Security and or a form from I-9 list)
- Proof of residency in City of Chicago
- Income Verification and Income calculation completed for eligibility determination
- Selective Service (Required for males 18 years of age and over)
- A copy of the participant's enrollment form
- Release of Information (signed and dated by program participant and agency staff)
- Follow up Agreement (signed and dated by program participant and agency staff)
- Assessments completed with individual to determine needs and or career path choices
- Individual Employment Plan (IEP) signed and dated by program staff and participant
- Documentation of support services provided to eligible participant
- Record of attendance and documentation of activities where appropriate (workshop or activity attendance record, etc.)
- Resume and job search records
- Completed case and or progress notes, and other documents requested by the City, DFSS, stakeholders, grant fund and or program model

**SECTION D – PAYMENT STRUCTURE**

**Method of Payment**

Contracted agencies/contractors will be required to request reimbursement for workforce services performed by submitting monthly vouchers using the City's web-based eProcurement system. All new and existing delegate agencies are required to register under the iSupplier portal at:

[www.cityofchicago.org/eProcurement](http://www.cityofchicago.org/eProcurement)

Vouchers must be submitted to the contracted agencies assigned liaison 5 business days prior to the 15<sup>th</sup> calendar day of the month in which services were performed. All vouchers must include the required support documents to receive compensation. Contracted delegates may only submit vouchers a month at a time. Vouchers submitted after the monthly deadline will result in a delayed payment.

**Budget Requirements:**

- Minimum of 30% of allocated budget is to be budgeted for subsidy wages
- Cost (personnel) to provide supportive services \$200 per participant enrolled in the workforce program
- Cost for supportive services is \$350 per eligible participant

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**SECTION E – PROGRAM AND DELEGATE INFORMATION**

*Please complete the following program and agency information. Also, complete and sign/date the Work Program CHART (Page 9) that indicates delegate agency quarterly projections, program activities and program deliverables for the 2021 program year.*

**Program Overview**

Program Model: **Transitional Jobs Program**

Program Name: \_\_\_\_\_

Grant Amount: **\$106,134.00**

Contract Term: **January 1, 2021 through December 31, 2021**

Budget Term: **January 1, 2021 through December 31, 2021**

**Delegate Agency Contact Information**

Agency Address: \_\_\_\_\_

City

State

Zip Code: \_\_\_\_\_

CEO/ED, Name: \_\_\_\_\_

Executive Director Phone: (\_\_\_\_)\_\_\_\_\_ Email: \_\_\_\_\_

Fiscal Contact Name: \_\_\_\_\_

Fiscal Contact Phone: (\_\_\_\_)\_\_\_\_\_ Email: \_\_\_\_\_

Program Staff Name: \_\_\_\_\_

Program Staff Title: \_\_\_\_\_

Program Staff Phone: (\_\_\_\_)\_\_\_\_\_ Email: \_\_\_\_\_

Administration Office Hours: \_\_\_\_\_ AM to \_\_\_\_\_ PM Days of the week: \_\_\_\_\_

**Facility/Site Information**

List name of facility(ies) and address(es) where programs are to be provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Facility/Site Name	Address	Days of Operation	Hours of Operation	Estimated Amount of Contract allocated for this site	Estimated # of Clients to be served at this site

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In what Ward(s), Community Area(s), and Census Tract(s) are facility/sites providing services?

Ward(s): \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

Community Area(s): \_\_\_\_\_

Census Tract(s): \_\_\_\_\_

Indicate Program Service Area:

- ☐ This program will provide services citywide to all eligible individuals or  
☐ This program will primarily serve the following Ward(s), Community Area(s) and Census Tract(s).

Ward(s): \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

Community Area(s): \_\_\_\_\_

Census Tract(s): \_\_\_\_\_

What are the approximate boundaries of the area from which your clients are drawn? Specify by street name.

North: \_\_\_\_\_ South: \_\_\_\_\_

East: \_\_\_\_\_ West: \_\_\_\_\_



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**Description of Program**

*Answer the questions presented below as a part of the development of the workplan. Provide a brief narrative statement of this CDBG-funded program including the scope, target population problems addressed, and anticipated outcomes. Ensure that your Scope/Work Program incorporates the previously discussed elements of Sections A, B and C. If relevant, describe coordination with other sources/partners. This section is expected to describe the program at full operational capacity.*

What employers is your agency partnering with to provide a hands-on work experience opportunity for enrolled participants?

What industry/sector(s) are the employers your agency is partnering with representing?

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**Plan for meeting performance**

Instructions: Agency will develop a “block” schedule that will incorporate when program orientations, enrollment appointments, walk ins, case management will be done with job seekers. Agency should allow time for data entry into ECM, staff meetings, etc.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM					
8:30					
9:00					
9:30					
10:00					
10:30					
11:00					
11:30					
12:00					
12:30					
1:00					
1:30					
2:00					
2:30					
3:00					
3:30					
4:00					
4:30					
5: 00 PM					

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**Planned Performance Metrics-**

(1) Program Activities: Describe the activities that will accomplish program deliverables	(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: # of workshops to be held	(3) Planned Output by Quarter and end of year total: Provide the projected quantifiable units for each program deliverable for each quarter. Note 75% of enrollments should be completed by end of 2 <sup>nd</sup> quarter (June 30 <sup>th</sup> )					(4) Performance Measures
		1st	2nd	3rd	4th	Total	
Outreach and Recruitment							# of clients recruited for program
Enrollment						20	# of clients enrolled in program
Placement						10	# of clients placed in jobs
Retention 30-Days							# of clients that reached 30 days of employment
Retention 90-Days							# of clients that reached 90 days of employment
Retention 180-Days							# of clients that reached 180 days of employment
Target Population							Total # per priority population <i>75% to be from priority pop.</i>
Supportive Services							# of clients to receive supportive services at \$350 per person
Unsubsidized Wages							# of clients receiving unsubsidized wages

Signature of Authorized Agency Official and Date: \_\_\_\_\_

Signature of DFSS Official and Date: \_\_\_\_\_

**SECTION F – SUBMITTAL AND APPROVAL**

**ACKNOWLEDGEMENT**

- ☐ By checking this box your agency certifies that it has read and understands the expectations outlined in this Scope of Work for all Sections and headings outlined in the document.

a) Applicant signature <i>(Original must be signed in blue ink)</i>	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

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**Source Documents**

Provided below are hyperlinks to read and understand funding source rules and regulations:

**U.S. Department of Housing and Urban Development (HUD)-**<https://www.hudexchange.info/>

**Note-**DFSS Workforce Services contracted agencies are responsible for visiting the HUD website <https://www.huduser.gov/portal/datasets/il.html> to verify HUD income guidelines

**CDBG Eligible and Ineligible Activities:** (570.201-eligible activities; 570.207- ineligible activities)  
<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>